



Revised September 2017

Dealer Service Instructions for:

# **Safety Recall R49 / NHTSA **17V-478****

## **Passenger Airbag Module**

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*NOTE: Revised NHTSA number. Added 2009 (VB) Dodge Sprinter Model (United States only). 2009 MY Sprinter vehicles for Canada remain on Safety Recall S43. Added Labor Operation number for 2009 Sprinter. Revised Parts Return section and shipping label.*

### **Models**

**2007 - 2009 (VB) Dodge Sprinter**

*NOTE: This recall applies only to the above vehicles built from August 01, 2006 through November 04, 2009 (MDH 080101 through 110401).*

**IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.** Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The passenger airbag inflator housing on about **34,300** of the above vehicles may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if the vehicle has been exposed to high levels of absolute humidity for extended periods of time. An inflator rupture, during airbag deployment events, could result in metal fragments striking and potentially seriously injuring the vehicle occupant(s).

**Repair**

The passenger airbag module must be replaced.

**Parts Information**

Part Number

Description

**CBXZR262AB**

**Inflator Kit, Passenger Airbag**

Each kit contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Passenger Airbag Module
4	Screws, Housing to Bracket

**04641780**

**Tie Strap**

**Special Note: Dealers will not receive an initial allocation of part CBXZR262AB. Part(s) should be ordered as needed, and will be stocked within the Mopar network. Dealer should confirm part has arrived before customer comes in for service visit.**

**Special Tools**

**The following special tools are required to perform this repair:**

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software

**Parts Return**

Shipping/return instructions are provided with each inflator kit.

**For Continental US 48 States** use the procedure below to package the original airbag inflator in the replacement kit box and return. Shipping/return instructions are also provided with each inflator kit.

**All International, Mexico, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers MUST** contact the following Takata/Menlo USA representative directly for shipping instructions:

**Miguel Prigadaa – Tel #: 210-250-5078 or**

**Email: [MLGTakataRestraints\\_International@menloworldwide.com](mailto:MLGTakataRestraints_International@menloworldwide.com).**

<p>FCA</p> <p><b>Replacement Kit Return Process</b></p> <p><b>**For TAKATA Campaign Airbag Inflators Only**</b></p> <p><u>Upon Accumulating 200 kits (1 Pallet) Minimum</u> (Multiple Pallets are acceptable)</p> <p><b>Please Call XPO to Schedule LTL Pickup</b></p> <p><b>FCA Dealer Call: 1-888-708-5712</b></p> <p>Items to have available when calling:</p> <ol style="list-style-type: none"><li>1) Dealer Code or #</li><li>2) Quantity Pallets/Overpacks with # of Passenger Modules on each pallet</li><li>3) Dealer E-mail Address where Shipping Documentation to be received.</li></ol> <p><small>(Instruction Label Only. Please discard after use)</small></p>	<p>Peel this label and place on the panel of the box covering old labels "DO NOT COVER CLASS 9 DIAMOND"</p> <p><b>TK HOLDINGS INC. 1199 Austin Court Howell, MI 48843</b></p>
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**NOTE: If the shipping label is supplied as a paper only document, cut the label out and attach the label as instructed using packing tape or an appropriate plastic sleeve.**

**Service Procedure****A. Replace Passenger Airbag Module**

**WARNING:** To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting this service procedure. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS.

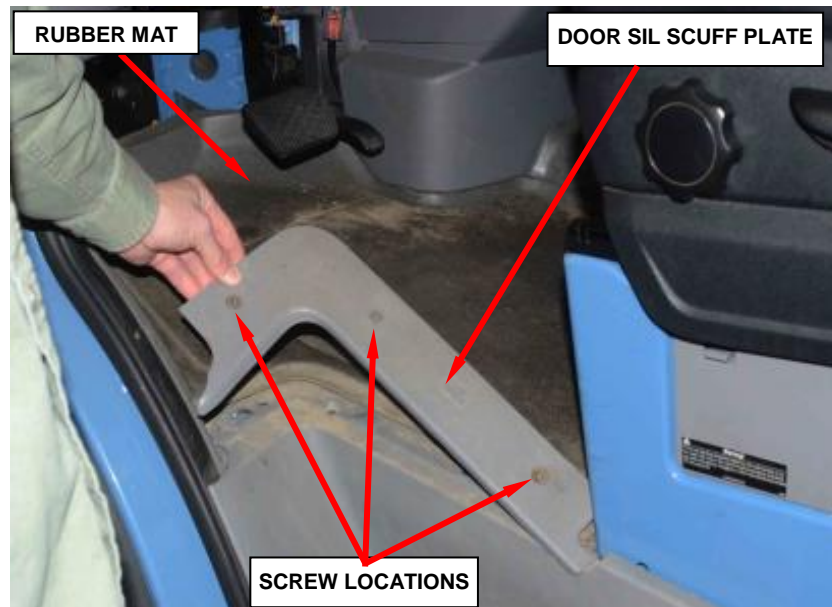
Failure to take the proper precautions could result in accidental airbag deployment. At no time should any source of electricity be permitted near the inflator on the back of a non-deployed airbag or seat belt tensioner.

When carrying a non-deployed airbag, the trim cover or airbag cushion side of the unit should be pointed away from the body to minimize injury in the event of an accidental deployment.

1. Use the following steps to disconnect and isolate the battery negative cable(s).

**CAUTION:** Some vehicles may be equipped with an auxiliary battery located under the hood. Be sure to disconnect both battery negative cables if equipped.

- a. Remove and save the three screws from the door sill scuff plate and remove the door sill scuff plate (Figure 1).
- b. Remove the rubber mat (Figure 1).



**Figure 1 – Door Sill Scuff Plate**

**Service Procedure (continued)**

- c. Remove and save the four screws from the battery cover and remove the battery cover (Figure 2).
  
- d. Disconnect and isolate the battery negative cable(s). Wait two minutes for the system capacitor to discharge before further service (Figure 2).



Figure 2 – Battery Location

**Service Procedure (continued)**

2. Open the glove box, push up on the two rear stops and fold the box down completely (Figure 3).

3. Remove and save the hinge screws and remove the glove box (Figure 3).

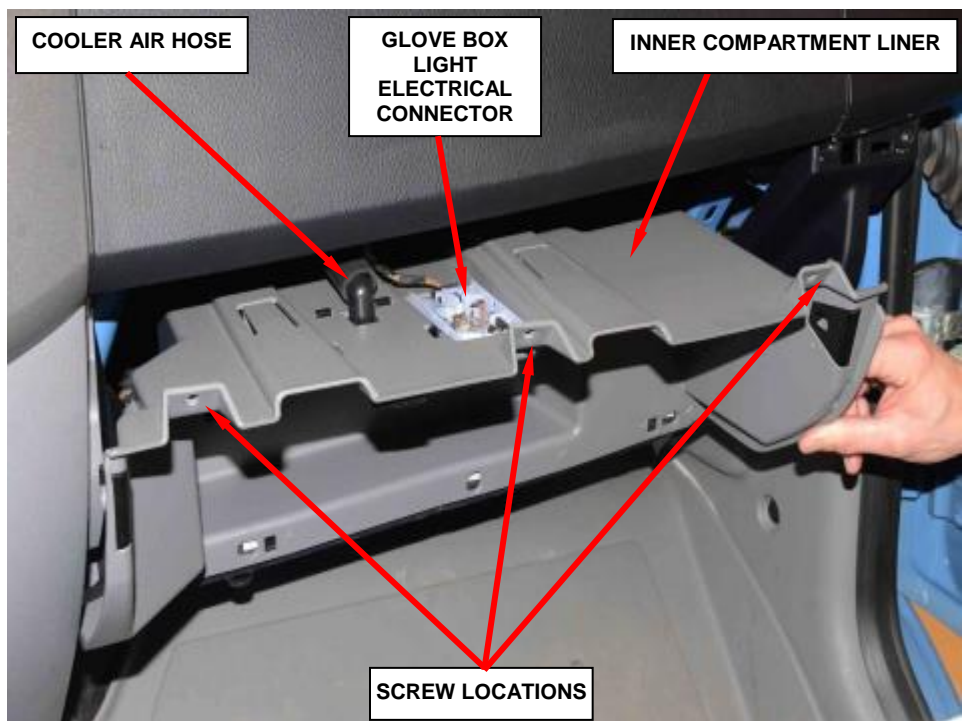
4. Remove and save the screw securing the trim below the right outboard air outlet bezel and remove the trim (Figure 3).



**Figure 3 – Glove Box Hinge Screws**

5. Remove and save the three inner compartment liner screws and remove the inner compartment liner (Figure 4).

6. Disconnect the glove box light electrical connector and remove the cooler air hose (Figure 4).



**Figure 4 – Inner Compartment Liner**

**Service Procedure (continued)**

- 7. Remove the right front speaker grill (Figure 5).

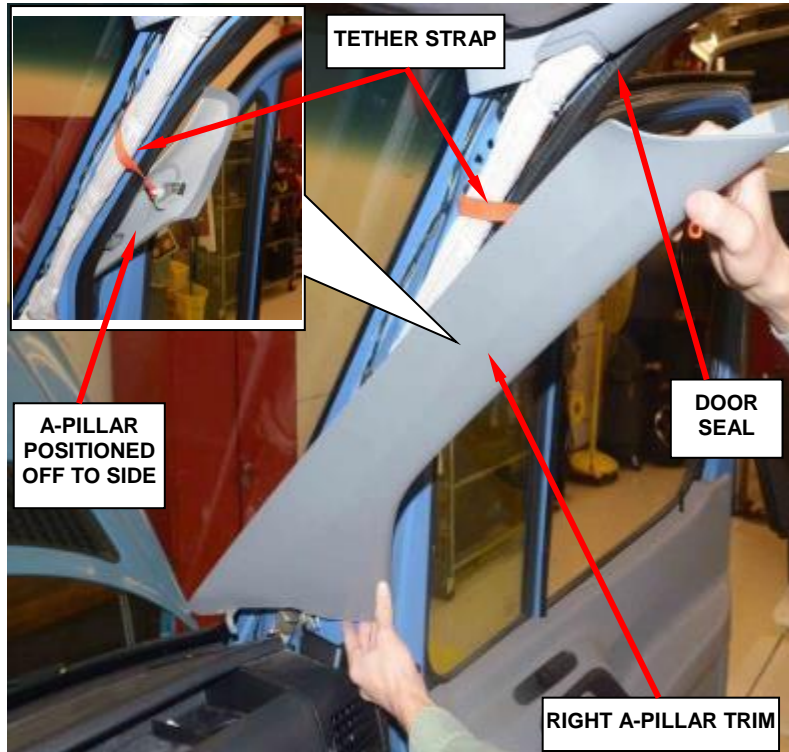


**Figure 5 – Right Front Speaker Grill**

- 8. Partially remove the right front door seal near the A-Pillar (Figure 6).

- 9. Remove the right A-Pillar trim and position off to the side (Figure 6).

**NOTE: The A-Pillar tether strap does not need to be disconnected.**



**Figure 6 – Right A-Pillar Trim**

**Service Procedure (continued)**

10. Remove and save the three right side air outlet bezel screws and remove the right air outlet bezel (Figure 7).

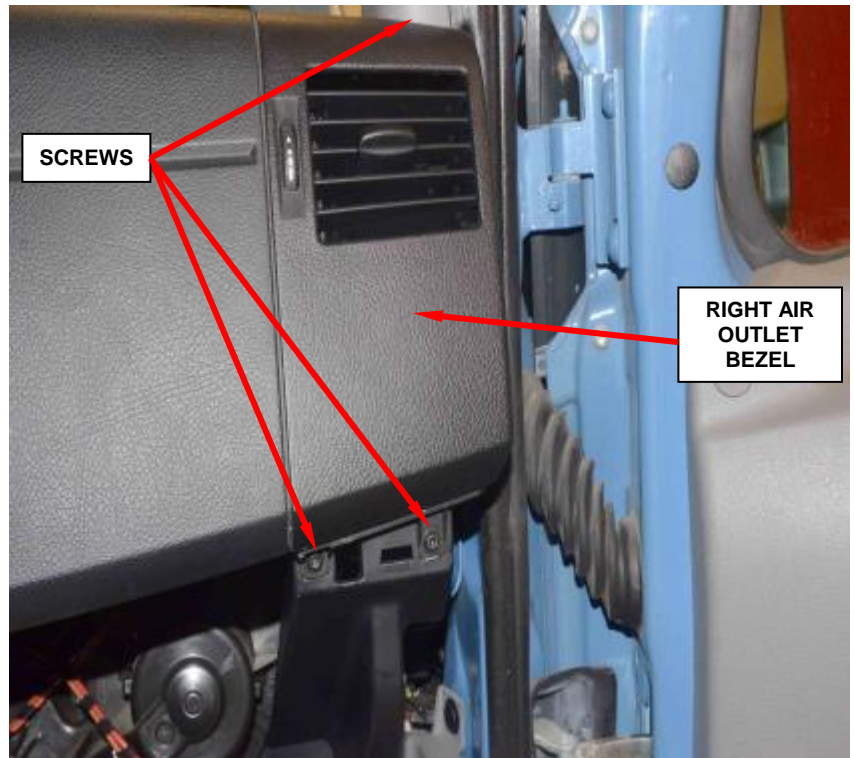


Figure 7 – Right Air Outlet Bezel

11. Remove the center radio bezel and position to the side (Figure 8).



Figure 8 – Center Radio Bezel

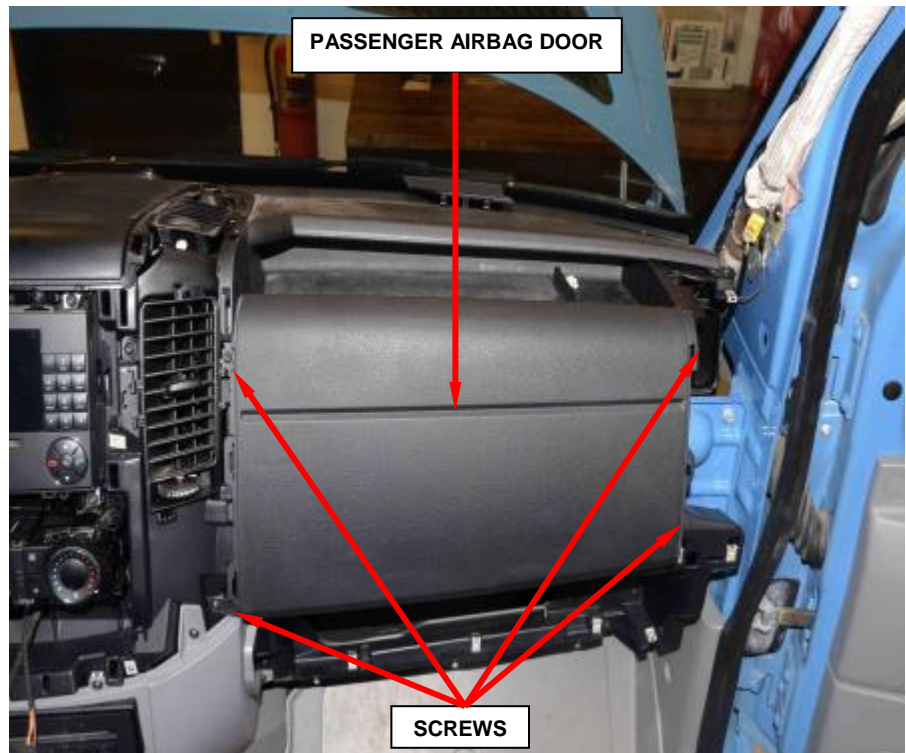
**Service Procedure (continued)**

12. Remove and save the two center air outlet bezel screws and remove the bezel (Figure 9).



**Figure 9 – Center Air Outlet Bezel**

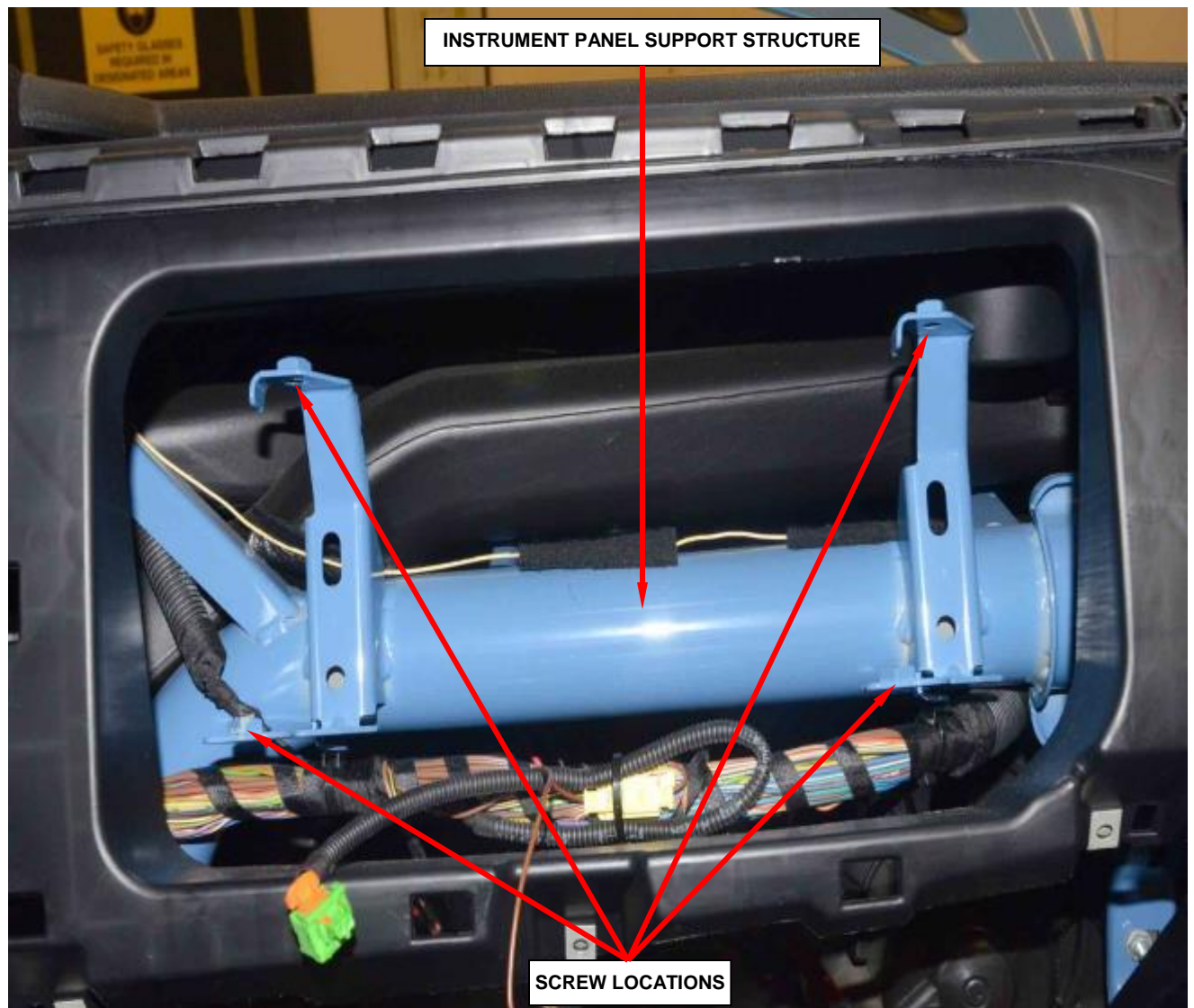
13. Remove and save the four screws that secure the tabs on the inboard and outboard ends of the passenger airbag door to the instrument panel base trim (Figure 10).



**Figure 10 – Passenger Airbag Door**

**Service Procedure (continued)**

14. Reach up into the instrument panel glove box opening to access and remove the four screws that secure the stanchions on the back of the passenger airbag module to the brackets on the instrument panel support structure. **Discard the removed screws** (Figure 11).



**Figure 11 – Mounting Screw Locations  
(Passenger Airbag Module Removed for Photographic Purposes)**

**Service Procedure (continued)**

15. Pull the passenger airbag module rearward far enough to access the airbag electrical connector on the inboard end of the unit (Figure 12 and 13).

**CAUTION: Do not pull on the wires to disengage the connector from the passenger airbag inflator connector receptacle. Improper removal of the connector insulator can result in damage to the airbag circuits or the connector insulator.**

16. Disconnect the airbag electrical connector from the airbag inflator connector receptacle, which is located on the inboard end of the passenger airbag housing. To disconnect the connector:
  - a. Slide the orange Connector Position Assurance (CPA) lock on the connector toward the top of the connector.
  - b. Depress the connector latch tab and pull the connector straight away from the inflator initiator.

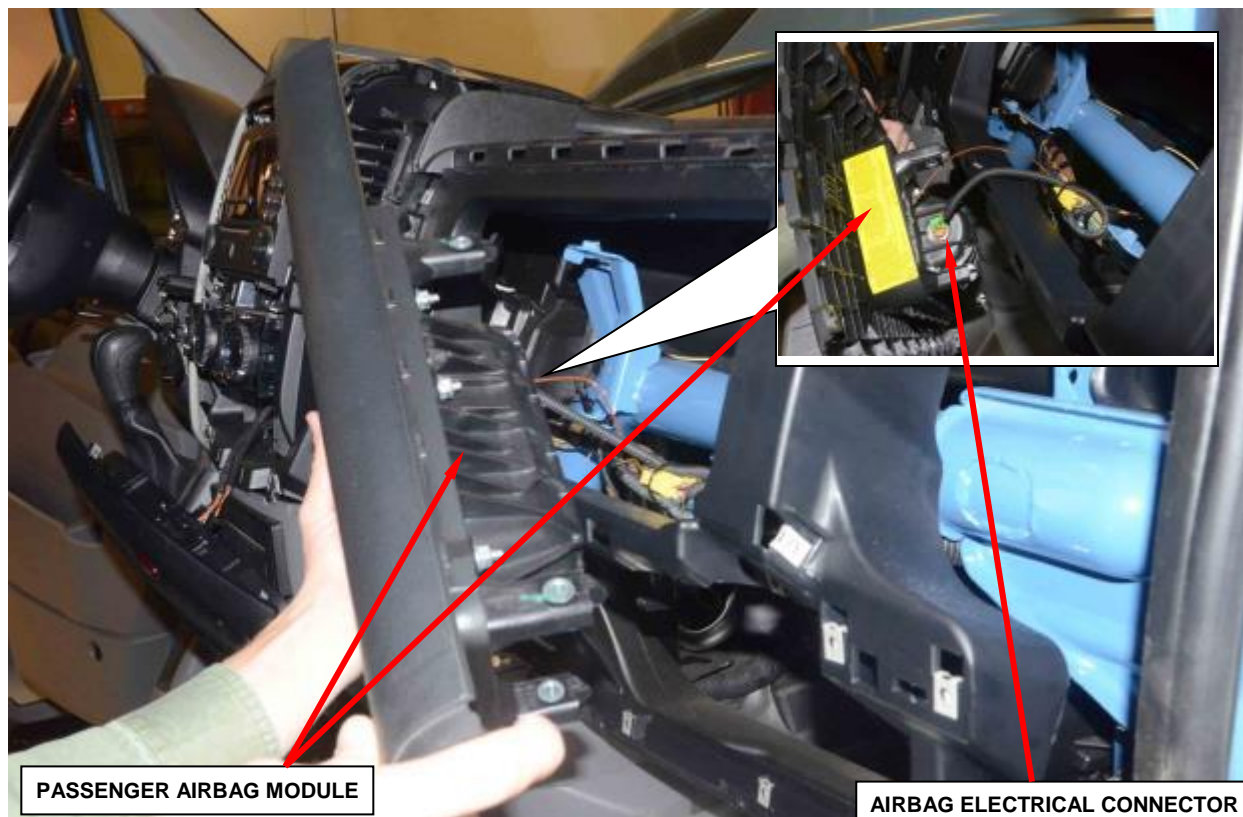


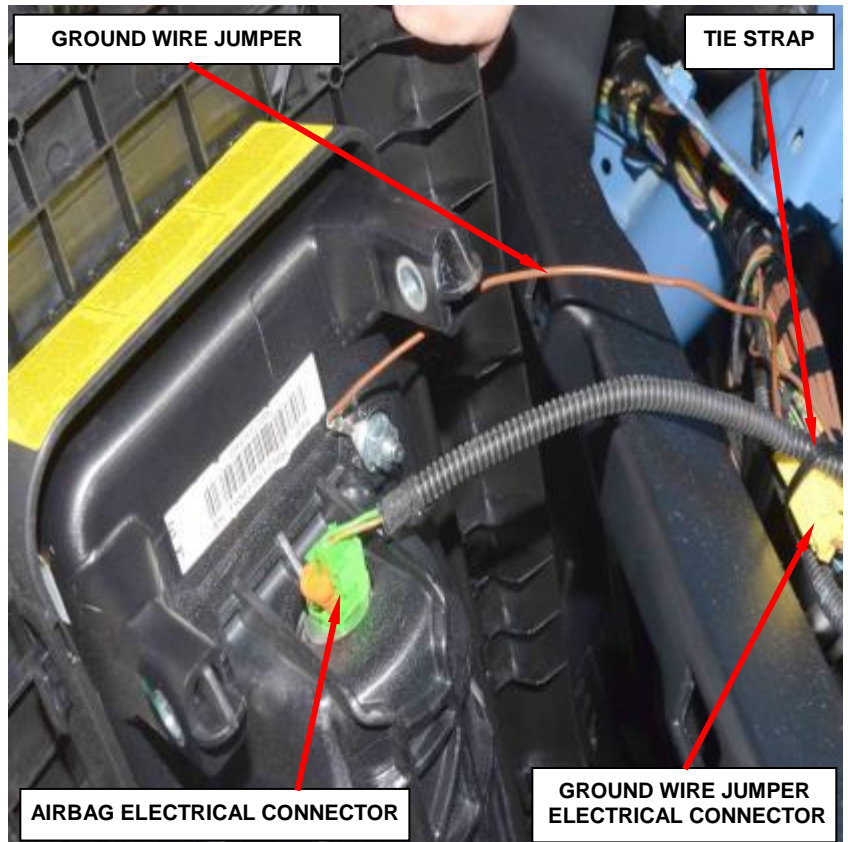
Figure 12 – Passenger Airbag Module

**Service Procedure (continued)**

17. Remove and **discard** the tie strap securing the yellow ground wire jumper electrical connector to the instrument panel wire harness (Figure 13).

18. Disconnect the yellow ground wire jumper electrical connector from the instrument panel wire harness (Figure 13).

19. Remove the passenger airbag and airbag door from the instrument panel as a unit.

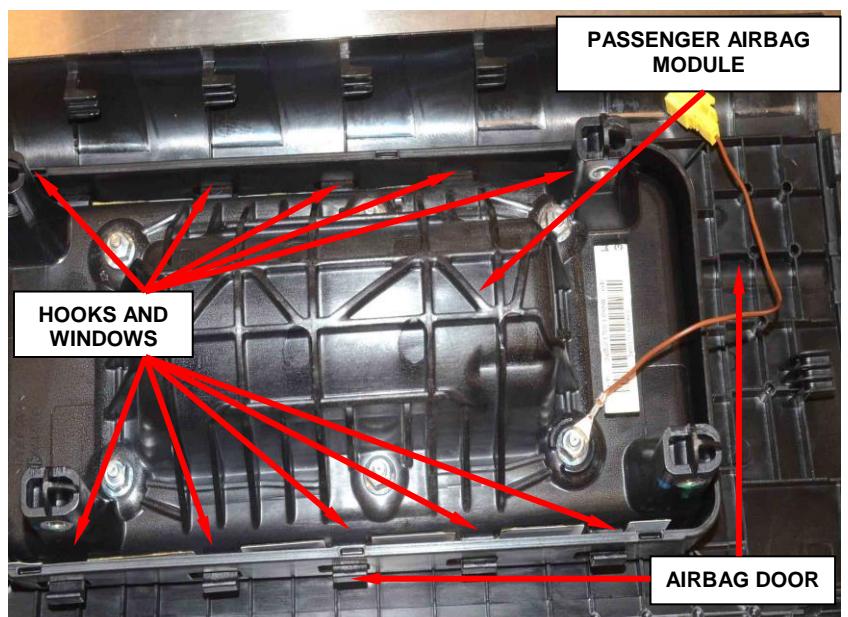


**Figure 13 – Ground Wire Jumper**

20. Carefully position the passenger airbag module and airbag door unit on a soft surface to prevent damage.

21. Release the passenger airbag module hooks from the airbag door windows (Figure 14).

22. Gently pull the passenger airbag module up slowly making sure that the hooks are clear from the windows on all sides.



**Figure 14 – Release Passenger Airbag Module**

**Service Procedure (continued)**

23. Install the NEW passenger airbag module to the original airbag door cover by first inserting the bottom hooks into the windows (Figure 14).
  
24. Snap the remaining hooks on the opposite side into place (Figure 14).
  
25. Carefully position the passenger airbag module and airbag door unit to the instrument panel.
  
26. Connect the yellow ground wire jumper electrical connector to the instrument panel wire harness (Figure 13).
  
27. Secure the ground wire jumper electrical connector to the instrument panel wire harness using a **NEW** tie strap (Figure 13).
  
28. Connect the airbag electrical connector to the airbag inflator connector receptacle, which is located on the inboard end of the passenger airbag housing. Be certain that the latch on the connector and the orange Connector Position Assurance (CPA) lock are each fully engaged (Figure 12).

**Service Procedure (continued)**

29. Slide the passenger airbag module fully forward into the instrument panel opening.
30. Reach up into the instrument panel glove box opening to access, install and tighten the four **NEW** screws to secure the stanchions on the back of the passenger airbag housing to the brackets on the instrument panel support structure. **Never reuse the old screws.** Tighten the screws to 71 in. lbs. (8 N·m) (Figure 11).
31. Install and tighten the four screws on the inboard and outboard ends of the passenger airbag door to the instrument panel base trim. Tighten the screws securely (Figure 10).
32. Position the center air outlet bezel to the instrument panel and install the two screws. Tighten the screws securely (Figure 9).
33. Install the center radio bezel (Figure 8).
34. Position the right air outlet bezel to the instrument panel and install the three screws. Tighten the screws securely (Figure 7).
35. Install the A-Pillar trim panel (Figure 6).
36. Install the right front door seal to the A-Pillar.

**Service Procedure (continued)**

37. Install the right front speaker grill (Figure 5).
38. Install the cooler air hose to the inner glove box liner and connect the glove box light electrical connector (Figure 4).
39. Install the inner glove box liner and install the three screws. Tighten the screws securely (Figure 4).
40. Install the glove box and install the three hinge screws then tighten securely (Figure 3).
41. Position the glove box up into the instrument panel and engage the rear retaining stop tabs (Figure 3).
42. Install the trim panel below the air outlet.
43. **Do not connect the battery negative cable at this time.** The supplemental restraint system verification test procedure should be performed following service of any supplemental restraint system component. Continue with **Section B. Supplemental Restraint System (SRS) Verification Test.**

**Service Procedure (continued)****B. Supplemental Restraint System (SRS) Verification Test**

**NOTE:** During the following test, the negative battery cable remains disconnected and isolated during steps 1 and 2 of the Supplemental Restraint System (SRS) Verification Test.

**NOTE:** The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.

1. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.
2. Turn the ignition switch to the “ON” position and exit the vehicle and close the passenger door.

**WARNING:** To avoid serious or fatal injury while connecting the battery negative cable, which is located under the driver side floor panel, be certain to remain clear of all airbag deployment paths.

3. Check to be certain that nobody is in the vehicle, then while reaching through the driver side door opening connect the battery negative cable and tighten securely.
4. Open the wiTECH Diagnostic application.
5. Starting at the “Select Tool” screen, select the row/tool for the wiTECH micro pod II device you are using, then select “Next”.
6. Enter your “User id” and “Password”, then select “Finish”.
7. Clear all DTC’s in all modules using the wiTECH tool.

**Service Procedure (continued)**

**NOTE: Any active Diagnostic Trouble Codes (DTC's) may require an additional key cycle from "ON" to "OFF" to change DTC status from "active" to "stored".**

8. Turn the ignition switch to the "OFF" position for about 15 seconds, and then back to the "ON" position. Observe the airbag indicator in the instrument cluster.
  - The airbag indicator in the instrument cluster should illuminate for six to eight seconds, and then go out. This indicates that the SRS is functioning normally and that the repairs are complete. Turn the ignition to the "OFF" position, remove the wiTECH micro pod II and return the vehicle to the customer.
  - If the airbag indicator fails to light or the light and stays ON, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.
9. Remove the wiTECH micro pod II.
10. Install the battery cover and the four screws then tighten securely (Figure 2).
11. Install the rubber mat (Figure 1).
12. Install the door sill scuff plate and the three screws then tighten securely (Figure 1).
13. Return the original inflator as described on page 3 in the Parts Return section.
14. Return the vehicle to the customer.

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Replace Passenger Airbag Module and Perform Supplemental Restraint System Verification Test (2007-2008 MY)	23-R4-91-83	0.8 hours
Replace Passenger Airbag Module and Perform Supplemental Restraint System Verification Test (2009 MY US only)	23-R4-91-84	0.8 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

**Dealer Notification**

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

**Owner Notification and Service Scheduling**

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

**Vehicle Lists, Global Recall System, VIP and Dealer Follow Up**

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers must perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*

**Additional Information**

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations  
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

R49/NHTSA 17V-478

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-866-220-6765. An agent can confirm part availability and help schedule an appointment**
- 3. Visit our Recall Website, [recalls.mopar.com](https://recalls.mopar.com) or scan below.**

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall R49.

# IMPORTANT SAFETY RECALL

## Passenger Airbag Inflator

Dear [Name],

This notification is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2007-2009 Dodge Sprinter] vehicles. You may have previously received notification for this safety recall issue under campaign number S43 (NHTSA 16V-352 or 16V-379). This campaign replaces S43 for your vehicle. You only need to have R49 (17V-478) completed.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers. Parts are available and you may schedule your FREE repair today.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The front passenger airbag inflator on your vehicle <sup>[1]</sup> may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. **An inflator rupture, during airbag deployment events, could result in metal fragment(s) striking the vehicle occupant(s) resulting in serious injury or death.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace your passenger airbag inflator. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is **two** hours. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-866-220-6765 OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
Fiat Chrysler Automobiles US LLC



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-866-220-6765 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.